



Linda Haugan

Administrator's Message

I want to start off by welcoming two new members to our Human Services management team. In September, Colleen Krygier was promoted to director of the Department of Aging and Adult Services. Colleen worked in DAAS when I was interim director back in 2001. She really understands the programs and impending issues that this department will face over the next decade, when a large number of baby-boomers enter into the senior citizen age group.

Nancy Swanson was also promoted in September to Transitional Assistance Department director. Nancy held many positions of increasing responsibility in TAD and understands the programs as well as the changes that will be occurring with the inception (finally) of TANF reauthorization and the state's new performance standards. TAD is gearing up for the new and harder to achieve employment, retention and work participation requirements for CalWorks recipients. I know that I left this department in good hands.

I want to thank the many individuals who have already given an enthusiastic "thumbs up" to both of my selections and have given these new department heads a warm welcome. The Human Services management team is complete and I look forward to accomplishing many things with my team over the next few years.

September was a big month for promotions, but it also marked the first birthday for our CIV automated case management system. Unlike last September, which was fraught with anticipation and some nervousness, this September went by with a brief celebration and some cake. What a difference a year makes. There are still some improvements being made to the system, but all in all it's working as it is supposed to. I want to thank all of the staff who helped us transition to CIV from a cumbersome manual system and for turning anticipation and nervousness into acceptance and appreciation.

And while we are focusing on September, I would be remiss in not mentioning the devastation to millions of Americans caused by Hurricane Katrina. This tragedy touched a chord in many county employees, who then stepped up to help in the relief effort.

I'm sure all of you by now are aware that San Bernardino County adopted Gulfport, Mississippi, a city devastated by Katrina. San Bernardino County and city leaders contacted the Gulfport mayor, Brent Warr, and got a list of needed items. The list included computers, vehicles, office equipment, generators, and gift cards to Wal-Mart, Lowes and Home Depot. The county loaded up three tractor-trailers of used items and collected \$42,000 in gift cards. Human Services staff contributed a whopping \$9,000 to this effort. When the items were delivered, Mayor Warr cried. San Bernardino County was the first government entity to provide any relief to this devastated city.

Despite the negative comments reported by our local newspapers regarding this relief effort, I am very proud of how San Bernardino County reacted to this crisis.

(Continued on page 2)

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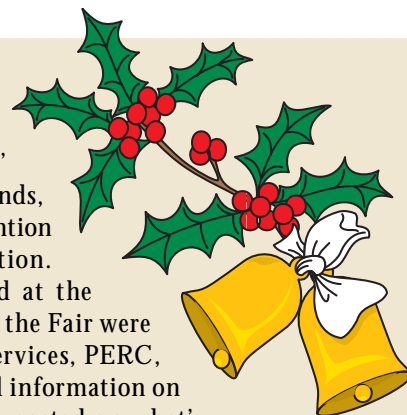
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Editor's Corner



Peggy Dillaman

Wow! Lots of happenings within Human Services since our last edition! Among the highly successful events that took place these past three months were: Department of Aging and Adult Services' third annual Celebrating Seniors event at the Orange Show Fairgrounds, Children's Network's 19th Annual Conference at the Ontario Convention Center, and PERC's Management Leadership Academy graduation. Equally successful was the Hurricane Relief Resource Fair held at the Behavioral Health Resource Fair on September 30. Participating in the Fair were several Human Services departments including Aging and Adult Services, PERC, Preschool Services, and Transitional Assistance. Look for additional information on some of these events elsewhere in this issue. Remember to keep us posted on what's



happening in your department.

It's hard to believe that the next time we'll be sharing information, will be in 2006! Wishing you all a very Happy Holiday Season and a happy, healthy and exciting New Year . . . ■

Peggy Dillaman

COMMUNICATION AND CAREER SERVICES MANAGER

Human Services Connection

News Deadlines and Publication Dates

First Quarter

News Deadline. January 5

Publication Date March

Second Quarter

News Deadline. April 7

Publication Date June

Third Quarter

News Deadline. July 7

Publication Date September

Fourth Quarter

News Deadline. October 6

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Administrator's Message *(continued)*

I've spoken to CAO Mark Uffer and Supervisor Gonzales about their trip to the hurricane site. Neither could hide their emotion and concern about what they had seen. They brought back pictures and sad stories about their visit. But more importantly, they brought back ideas of how our county's own disaster plans can be updated. You could say, they learned from the mistakes made in this disaster and our county will be better prepared if or when the big earthquake hits.

Human Services (as usual) did an outstanding job in helping Katrina victims who made it to our county. On September 30, the county held a resource fair and most of our departments participated. We helped approximately 300 evacuees. Many of these folks were still shell-shocked from their experience, but our staff helped relieve some of their worries.

In addition to donating and providing resource help, several county employees volunteered to go to the hurricane cite to personally help in the relief effort. I'd like to mention that one of our HS employees, Child Support Officer Lori Naylor, flew to Hattiesburg, Mississippi at her own expense to help the Humane Society rescue displaced animals. Lori reunited 40 pets with their families during the week she was there. She was recognized at the Board at their October meeting.

It was an eventful fall. And suddenly we are once again approaching a new year. I want to wish all of you a healthy and happy holiday season and a very prosperous 2006. Until next time.... ■

Linda Haugan

Interim Assistant County Administrator
Human Services

Children's Fund Update:

A Season of Gratitude . . .

With the holiday season just around the corner, it seems appropriate that we here at The Fund pause, reflect, and with grateful hearts say thank you to our County family, for all your continued support. Whether through our public-private partnership, or through the Combined Giving Campaign commitments, you truly are the hands extended to those who will "grab the hand of anybody kind enough to offer it" ... our children at-risk! With this in mind, I would like to share a glimpse with you, into the lives of those whom you have empowered us to touch.

In August, Chantal Decker, a student and volunteer who was assisted by Children's Fund when she was homeless and out of school, has completed and graduated from Medical Assistant courses. Children's Fund is very proud of Chantal's achievements through all of her adversity.

On September 16, The Children's Fund Board of Directors, in a special emergency session, voted to allocate funding to assist children who are victims of Hurricane Katrina - specifically, children who re-located to San Bernardino County as a direct result of the hurricane disaster. The principal form of assistance will occur through Children's Fund's Daily Referral Program, primarily in collaboration with the County Transitional Assistance Department, providing for basic needs including clothing, diapers, formula, hygiene items, and other necessities.

In October, Children's Fund assisted two children under DCS care who were Hurricane Katrina evacuees, but unfortunately were also potential witnesses in a criminal trial. Children's Fund Board Chairwoman Dianne Crowther, Assistant County Administrator Linda Haugan, and Children's Fund Executive Director Rebecca Stafford assisted by purchasing clothing, hygiene items, toys and luggage for the children to help with their multiple transitions. The Human Services team, touched deeply by the little girls' plights, assisted

in this labor of love by rallying together in a gracious show of financial support!

Most recently, Children's Fund was the recipient of the Distinguished Service Award by the Juvenile Justice and Delinquency Prevention Commission of San Bernardino County. The recognition was, in part, for Children's Fund's impact toward improving the lives of at-risk youth throughout San Bernardino County.

As the celebration of this joyous season nears, the gentle words of a case manager from the Ontario-Montclair School District Family Solutions Collaborative writes: "Your heart felt donation for the Espinoza family who lost a young family member in a tragic bicycle accident was greatly appreciated. At times like these, it is comforting to know that there are community organizations willing to help those in need." And, a Desert Mountain FICS case manager, with poignant realism, captures the essence of who we are, thanks to each of you: "Thank you so much; your efforts keep families off the streets, keep kids dry when it rains, tides people through the rough times. I am honored by having had contact with you." These messages, though sent to us, are truly meant for each of you!

We wish you a blessed and joyful holiday season.... ■

Rebecca and Staff



Rebecca Stafford



Children's Network Update



Susan Melanson

Children's Network hosted its 19th Annual Conference, "Young Children, Adolescents, & Adults: The At-Risk Chain Reaction," at the Ontario Convention Center on September 21 and 22, 2005. More than 400 individuals enjoyed keynote speaker Jerry Moe, National Director of Children's Programs for the

Betty Ford Center in Rancho Mirage, California; Dallas/Fort Worth, Texas; and Denver, Colorado. His presentation both inspired and entertained the crowd for the opening session of the conference. Evaluations were very complimentary for both Kiti Freier's (Associate Professor of Psychology & Pediatrics at Loma Linda University Children's Hospital) and Jerry Moe's presentations. Many workshops offered new ideas and best practices to benefit professionals and parents in their efforts to serve the children in San Bernardino County. A CD Rom is

available with handouts from some of the workshops. Contact Children's Network if you would like to have one.

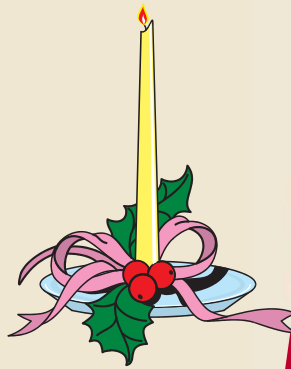
Thanks to all of our sponsors: First 5 San Bernardino; San Bernardino County Superintendent of Schools; Community Action Partnership; California Attorney General's Office; Housing Authority of the County of San Bernardino; Southern Regional Child Abuse Prevention Coalition; City of Ontario; Child Care Planning Council; Departments of Children's Services, Public Health, Preschool Services, Behavioral Health; CATTA; and our fiscal agent and sponsor, Children's Fund. You made a difference for our communities!

Children's Network is pleased to announce two new employees to its staff. Amy Cousineau is the new SART (Screening, Assessment, Referral & Treatment) Coordinator. Amy comes to the Network from the Department of Children's Services. Denise McKinney is the new Office Assistant, coming to the Network from the Sheriff's Department. Please introduce yourself when you visit the office and join us in a warm welcome! ■

Susan Melanson

ASSISTANT NETWORK OFFICER





Department of Children's Services Update



Angela Stangle

Family to Family Happens

By Jeff Wagner, Deputy Director – Rancho

The honor of being the first region to implement one of the most sweeping changes to service delivery in the past 10 years has fallen to the Rancho


Department of Children's Services (DCS) region. Beginning in Rialto and moving through the Rancho region, we expect Family to Family (F2F) to be implemented in the entire region in the year to come. Rialto will be the crucible where we will strive to work out the kinks of changing the way Child Protective Services (CPS) does business in San Bernardino County. The city of Rialto has embraced the arrival of a DCS office and F2F. An innovative feature of this office will be the reliance on community partners for visitation, interview and meeting space. This will reduce the stigma to clients, increase community involvement and provide a level of anonymity and community support previously unknown to our clients. Faith-based and private business community partners have approached us in anticipation of our move to their community. It is anticipated that as our relationship grows with the community, they will share responsibility for the care of children and families, ultimately allowing families to remain together. All of the approaches to family-centered casework fit neatly with the F2F philosophy of being an open, rather than closed, system.

So, why isn't F2F just another flash-in-the-pan program? First, it isn't a program. It is a philosophy of casework centered upon respect, inclusion and community support rather than power and coercion. The majority of DCS staff recognizes working with clients is difficult at best and the more community supports, the better the outcome. Secondly, it is the right thing to do. By acknowledging the need for help, we take the first step toward being truly a family-centered, community-based agency. We will be involving partners at a level we never dared allow before because of confidentiality concerns.

F2F increases the decision-making ability of families to solve their own problems with supports from the community and DCS. The result is a huge reduction in court cases for our

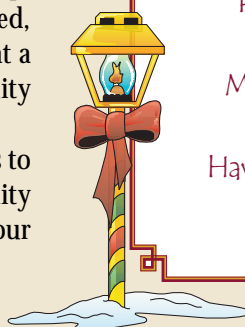
staff and a strong message to families and the community that we are there to support them. As of October 7, 2005, Rancho has conducted 25 Team Decision-Making (TDM) meetings, affecting 45 children. All but one of the involved cases would normally have gone to a filing - of the 25, 14 resulted in a filing. Those 14 did not result in an adversarial relationship because everyone was on board with the reasons the children could not be safe in the home.

You may be saying, "Well, that works fine for Rancho because they don't have to deal with the same problems we do." Not true. The number of referrals for the Rancho region has increased by 10% over the previous year. Yet using the philosophy of F2F and community-based social work practice, Rancho filings continue to go down. Rancho staff has been reluctant to embrace new ideas without proof they work. They see the power of the F2F philosophy to not only improve a family's functioning but to make a social worker's life a little more manageable. ■



Make a memory with your children,
Spend some time to show you care;
Toys and trinkets can't replace those
Precious moments that you share.
Money doesn't buy real pleasure,
It doesn't matter where you live;
Children need your own attention,
Something only you can give.
Childhood's days pass all too quickly,
Happy memories all too few;
Plan to do that special something,
Take the time to go or do.
Make a memory with your children,
Take the time in busy days;
Have some fun while they are growing,
Show your love in gentle ways.

— Elaine Hardt



Department of Child Support Services Update



San Bernardino County Child Support Services (CSS) to Join the State Disbursement Unit (SDU)



Lisa Corral

San Bernardino County CSS is scheduled to transition to the State Disbursement Unit on February 1, 2006. When we transition to the SDU, child support payments will be forwarded directly to the SDU for processing. This change will give parents who pay support more payment options and make it easier for families to get their support payments.

Federal law requires states to have a single entity responsible for collecting and processing child support payments. The California Department of Child Support Services (DCSS) is meeting this federal requirement by implementing the State Disbursement Unit (SDU). DCSS is implementing the SDU in phases over the next six months with statewide implementation to be complete in summer 2006.

The first wave of counties transitioned to the SDU on November 1, 2005. Those counties were: Amador, Alpine, Calaveras, Sierra, Nevada, Siskiyou, Modoc, Kings, Tulare, San Joaquin and Santa Clara.

As counties transition, child support customers can expect that:

- Child support checks/disregards will have a new look.
- Checks/disregards will be sent from the SDU's central location.
- Disregards will be displayed differently on the "Monthly Statement of Child Support Collections."

Some of the benefits children and families will enjoy include:

- Web and toll-free call center access to information.
- Immediate access to direct deposit services for families receiving support payments.
- Instant access to support dollars through electronic payment cards, similar to ATM cards, beginning in summer 2006. The electronic payment cards can be used at ATM machines as well as retail outlets.

Parents who make support payments will also be able to access accounts on-line, make payments using credit cards over a secure internet connection, and set up electronic payment transfers from a checking or savings account.

Employers will be able to electronically transfer payments for wage withholding directly to the state and will have access to an electronic help desk.

This is an exciting time for all of us! We look forward to the many changes ahead on the road to a successful implementation of a statewide system. We will continue to work together to improve services to our children and families of California.

Be sure to check out the SDU website at www.casdu.com for general program information and frequently asked questions. ■



Employee of the Month

October – Lori Ciabattini *(Administrative Support Division)*

Lori Ciabattini has been a County employee for over 15 years and has served as the ASD Contracts Manager for the last 4 years. Lori is responsible for management and oversight of the contracts unit, which provides a wide array of procurement and contracting services to our Human Services departments including: developing and publishing procurement documents (RFP's, SFP's, etc.); hosting vendor conferences; administering proposal evaluation and selection processes; conducting contract negotiations; developing contracts and related Board agenda items; and performing contract monitoring.

Under Lori's guidance the contracts unit has truly set the standard for professionalism and quality of work in procurement and contracting. Lori's commitment to customer service, willingness to do whatever it takes to get the job done, and dedication to the HS mission set a wonderful example for all to follow. Time and time again, Lori and her staff come through with flying colors on all projects assigned to them regardless of how challenging or complex they may be. Lori is a true professional that never hesitates to go above and beyond the call of duty to meet the needs of her customers.

Lori lives in Oak Hills with her husband, Mike.



Lori Ciabattini

November – Sharon Henaghan *(HS Auditing Division)*



Sharon Henaghan

Sharon Henaghan has been a part of the San Bernardino County team for five years. Her current position is Secretary I for the Human Services Auditing Division. Sharon provides excellent support to the entire division, works well with others and is willing to provide assistance whenever needed. Sharon is extremely reliable and displays professionalism at all times. One of her duties includes being the Safety Coordinator for the division. Sharon takes great pride in ensuring the safety of our employees.

Sharon is a native of New York and during her spare time enjoys playing the piano, ice skating, skiing, and sewing. She currently resides in Redlands with her husband of 30 years, John.

December – Vicki Nakayama *(Department of Child Support Services)*

Vicki Nakayama has been employed by the County of San Bernardino for approximately 19½ years. Eighteen of those years have been with the Department of Child Support Services.

As a child support officer assigned to the Worker's Compensation Unit, Vicki determined that a non-custodial father was due a lump sum settlement of \$37, 113.36 in a pending worker's comp case. Because of an intermittent employment history, the non-custodial father had accrued a past-due balance of over \$58,000.00. Sporadic payments had failed to reduce the monthly interest accruing on his account and a work-related injury prevented him from paying all of the arrears owed. Vicki negotiated an agreement in the worker's compensation case that netted \$37,000.00, of which \$13,000.00 was paid to the County and \$24, 000.00 was paid to the custodial parent. In April 2005, Vicki filed an agreement with Superior Court representing a settlement between the parties for a lump sum payment that would satisfy the past due child support owed. The child, who turned 18 in 2002, had anticipated the need to work to pay his way through college. This agreement between the parents and child support staff changed the students' life and provided the financial assistance necessary to cover college expenses. The custodial mother was extremely grateful for Vicki's assistance. In tears, she indicated that without the payment of this money, her son could not have started his college education.

Vicki is a native of San Bernardino County and currently resides in Beaumont. When asked about her job, Vicki states that she is very passionate about her work, the clients and the impending benefits to the children of San Bernardino County. The interaction with this case was her most fulfilling assignment yet.



Vicki Nakayama

Everyday Employees . . . Extraordinary Work

The following employees received service pins at the Board of Supervisors meeting held Tuesday, September 27, 2005. Each employee has served the County for 20 years or more.

We extend our congratulations to the following dedicated employees

30 Years of Service



Joyce Micallef, Administrative Services Unit

25 Years of Service



Left to right: Edna Avila TAD; Cheryl Beck, TAD; Mary Bennett, DCS

20 Years of Service



Left to right, back: Rodney Keller, TAD; Steven Grubb, DCS; Kathleen Swenson, PID; Kim Gray, TAD; Dee Bryant, TAD

Left to right, front: Tammy Kersey-Cullop, DCS; Dee Dee Villaroman, ITSD; Gale Hale, DCS; Pam Reese, ASD



Left to right: Marilyn Hansen, DCS; Darlene Terrill, TAD; Henry DeLaO, TAD

Not Pictured:

30 Years – Irene Williams, PDD

25 Years – Doylene Garrett, TAD; Sharon Gilbert, TAD; Coran McCause, PID; Gwen Ortiz, TAD; Cathy Sellers, DCS

20 Years – Richard Calles, TAD; Rosa Garcia, DCS; Mary Goldberg, DCS; Candice Karpinen, PDD; Rafaela Mino, TAD

Public Service Recognition Week

Public Service Week is dedicated to honoring women and men across the nation who exemplify excellence in public service. This year seven Human Services employees were recognized. Two of those employees are highlighted below.

Floyd Carson is a Staff Analyst II who works as a facilities manager and supervisor for the Preschool Services Department (PSD). During his tenure with Preschool Services, Floyd has proven to be a team player, dedicated to achieving the needs of the organization. He does whatever it takes to achieve organizational goals, whether it means taking on additional supervisory duties or jumping in to do the job himself.

Floyd started his County career in the Jobs and Employment Services Department. From there, he promoted to Staff Analyst II, working for the Department of Behavioral Health administration before transferring to the Preschool Services Department. Being a fast learner, Floyd quickly picked up knowledge of the State Preschool program, the California Community Care Licensing, Head Start Performance Standards and all other regulations related to running the Preschool Services Department.

During a recent reorganization, Floyd was asked to take over supervision of the Maintenance Division. He did so without hesitation and has done a great job of making sure his unit focuses on productivity, efficiency and greater customer service in support of staff that serve children and families throughout the county. Floyd is truly an asset to the department and to the County.



Floyd Carson



Ileana Santiago

Ileana Santiago is an Eligibility Worker Supervisor I and the Region 5 Corrective Action Supervisor for TAD. She is viewed as a program expert by staff throughout the department. Ileana was instrumental in developing the case review system for the Cal Works and Food Stamps programs and is an active participant in the development of the new performance evaluation system. She is also instrumental in helping the region maintain a low Food Stamp error rate. Often asked to participate in department-wide committees because of her program knowledge and expertise, Ileana does so willingly, attentively and thoroughly.

In addition to her commitment to the department, Ileana is also committed to the community. During the fires in 2003, Ileana volunteered to represent the department at the Fontana and San Bernardino shelters, spending many hours assisting applicants for TAD's programs. Seeing that the shelter did not have many bilingual staff, she volunteered her services to assist Spanish-speaking only victims, walking them through the shelter process.

Ileana is respected by staff at all levels for her knowledge, dedication and her positive attitude. She is an excellent candidate for the San Bernardino County Award for Excellence.

Innovation Pays Off for Suggestion Award Winner!

On October 11, 2005, the San Bernardino County Board of Supervisors awarded Human Services employee Frank Zermeno \$1,000 for his suggestion to set up a web-based system to create header sheets. As part of C-IV, all TAD cases will eventually be stored as virtual cases, and thus the need for imaging. Each case routinely requires between 10 to 15 header sheets in order to be imaged, taking roughly 45 minutes to one hour to complete the header sheets for each case.

Frank, an Eligibility Worker Supervisor I in the Ontario TAD office, developed an Access-based program to run outside of C-IV that allows for faster completion time in creating the imaging header sheets – approximately 20 header sheets in five minutes. The suggestion resulted in intangible savings to the department, increasing productivity and morale and improving customer service.

Congratulations Frank, and thank you for sharing your productivity improvement idea!



Frank Zermeno

Fad Diets Revisited

By Julie Mortimore, RD, Public Health Nutritionist
San Bernardino County Department of Public Health, Nutrition Program
(909) 387-6331; jmortimore@dph.sbcounty.gov



In the summer and winter of 2000, the San Bernardino County Department of Public Health Nutrition Program contributed articles about fad diets to two different San Bernardino County publications, *Well, well, well...* and the *Human Services Connection*. Basic tenets for weight loss schemes as declared by nutrition professionals were reviewed in these two articles. Since the year 2000, a number of interesting developments have made their mark in fad diet history. Some of these happenings may have made a favorable impact by intercepting deceit and protecting consumers from harm's way. Some are simply repeats of an ongoing story about the gullible seeker of easy, quick weight loss and the happy to oblige profiteer.

With the holidays already upon us (and food always seems to be in big supply), we thought we'd share once again Public Health's tips for dieting. This is the first in a series of three articles.

Basic tenets for weight loss schemes:

- Don't fall for promises of miraculous weight loss made by seedy characters in the weight loss industry.
- Be cautious of low carbohydrate diets that may work in the short term, but the long-term health risks are unknown and likely undesirable.
- Stop looking for quick fix solutions for weight loss to get around exercising more and eating less.

I LOST \$350 IN TWO WEEKS. Ask me how!

In December 2003, the Federal Trade Commission (the government agency responsible for monitoring deceptive advertising) announced its Red Flag campaign to help members of the media (such as print, TV, and Internet) identify different types of fraudulent weight loss advertising claims, and hopefully refuse their business. Mock advertisements that depict common plays provide media (and consumers, although not intended for use by consumers) with comprehensive, yet clear directions for detecting weight loss claims that almost always signal a diet rip-off, www.ftc.gov/redflag.

OPERATION BIG FAT LIE

In November 2004, the Federal Trade Commission launched Operation Big Fat Lie, a nationwide law enforcement sweep against six companies making false weight-loss claims in national advertisements. Complaints in each of the six cases alleged that defendants used at least one of the seven fraudulent weight-loss claims named in the FTC Red Flag campaign. The challenged ads ran in nationally-known publications such as: *Cosmopolitan*; *Woman's Own*; *Complete Woman*; *USA Weekend*; *Dallas Morning News*; *San Francisco Chronicle*; *Cleveland Plain Dealer*; *Albuquerque Journal*; and in Spanish-language publications, such as *TeleRevista Magazine*.

In each of the six cases, the Commission sought to stop the ads and to secure redress for consumers. Four of the cases have since been settled with permanent orders prohibiting future false claims and requiring refunds for consumers. For more information on Operation Big Fat Lie, go to <http://www.ftc.gov/opa/2004/11/bigfatliesweep.htm>.

RED FLAG WEIGHT LOSS CLAIMS THAT ARE TOO GOOD TO BE TRUE:

- Cause weight loss of two pounds or more a week for a month or more without dieting or exercise
- Cause substantial weight loss no matter what or how much the consumer eats
- Cause permanent weight loss even when the consumer stops using the product
- Block the absorption of fat or calories to enable consumers to lose substantial weight
- Safely enable consumers to lose more than three pounds per week for more than four weeks
- Cause substantial weight loss for all users
- Cause substantial weight loss by wearing it on the body or rubbing it on the skin.

OPERATION BIG FAT LIE

Selfworx.com LLC, based in Scarborough, Maine: gel•ä•thin (a topical gel) and Ultra LipoLean (a dietary supplement tablet described as a fat blocker). A settlement announced in May 2005 includes a permanent injunction and \$100,000 in consumer redress.

Femina, Inc., based in Pembroke Pines, Florida: 1-2-3 Reduce Fat (a three-part kit), Silhouette Patch (a transdermal patch made from pure seaweed), and Fat Seltzer Reduce (a dietary supplement). A settlement announced in May 2005 includes a permanent injunction and a \$43,000 suspended judgment (due if it is found that defendants misrepresented their financial situation).

CHK Trading Co., Inc., based in New Jersey and New York: Hanmeilin Cellulite Cream (a topical cream containing Chinese herbs advertised to English, Spanish, and Korean speaking consumers). A settlement announced in July 2005 includes a permanent injunction and \$75,978 in consumer redress.

Natural Products, based in Tustin, California: Bio Trim, Body-Trim/Bio-Trim or Body-Trim (in capsule and powder form).

New England Diet Center, based in Westport, Connecticut: Chinese Diet Tea and the Bio-Slim Patch.

AVS Marketing, Inc. based in Thomson, Illinois: Himalayan Diet Breakthrough (a dietary supplement containing Nepalese Mineral Pitch, a paste-like material that oozes out of the cliff face cracks in the summer season in the Himalayas.) A settlement announced in June 2005 includes a permanent injunction and \$400,000 in consumer redress.

Next: CORTISLIM, LEPTOPRIN and EPHEDRA

Governor Signs Elder Abuse Reporting Measure

(from the California State Association of Counties *Legislative Bulletin*)

Governor Schwarzenegger signed Senator Joe Simitian's SB 1018 on August 29, related to elder and dependent adult abuse reporting.

"I am committed to ensuring the safety and security of California's growing population of seniors. Our older Californians have worked hard all their lives and should enjoy the fruits of their labor," said Governor Schwarzenegger. "This legislation will both help protect our elderly citizens by keeping them out of the grasp of unscrupulous people, while also protecting our financial institutions from frivolous lawsuits. I applaud the collaboration effort of the financial institution industry, law enforcement, senior groups, county welfare directors and legislators in crafting a workable and results-driven law to provide greater protection for California's seniors."

SB 1018 would assist in reducing the number of financial abuse cases against elder and dependent adults by requiring employees of certain financial institutions – banks, credit unions, and savings and loans – to be mandated reporters of financial abuse perpetrated against elder and dependent adults. The measure will take effect January 1, 2007, and will sunset on December 31, 2013. SB 1018 contains a provision that a civil penalty can be levied against the financial institution, not the individual employee, for failing to report. The civil complaint could only be brought against the institution by the attorney general, a district attorney, or a county counsel. SB 1018 also reaffirms current law regarding liability of financial institutions, stating that the bill does not limit, expand, or otherwise modify any civil liability that exists under current law.

How to Set Reasonable Life Goals

Setting reasonable life goals is usually a two-step process. First you discover what your dreams are, then you have to figure out a realistic way to make these things happen.

Step 1: Dreaming

This is fun and easy to do. Get a notepad and find a place where you can have some uninterrupted time. Turn your cell phone and other wireless devices off. Commit this time to yourself. Now dream. Let yourself want whatever it is that you really want and write it down. Let it all out. If you want to go to Hawaii and dance the hula, write it down. If you want to climb Mount Everest, write it down. The point of this is that you free your mind and open yourself to possibilities that you might not necessarily recognize otherwise. You shouldn't expect these things to happen all at once, but the things that have meaning for you will resonate, and then you will have the confidence to start taking the steps to realize your dream.

Step 2: Goal setting

Setting good goals is about having a dream or a vision, and then plotting the incremental, but necessary steps to start the journey. So if your dream is to dance the hula in Hawaii and you can't afford to go there right now, you'll know that you have to set a budget and start saving money for the trip. You can start looking for budget fares, and you can sign up for a hula dancing class at the local community center. These are all small first steps that will not cost you much. And it will make you feel that the trip, instead of a remote dream that will never be realized, suddenly has the real possibility of becoming part of your life experience.

Dream as if you'll live forever. Live as if you'll die today.

-- James Dean

Hurricane Evacuee Resource Fair

Shortly after Hurricane Katrina hit the Gulf Coast, San Bernardino County sprung into action. More than 25 County, state and non-profit organizations came together in a task force to plan a strategy for sharing basic-needs information with disaster evacuees. With almost 1,000 evacuees staying in San Bernardino County, the task force arranged for a resource fair where these agencies and more were brought together at one location – a “one-stop shop” if you will. The goal was to bring to evacuees as much information as possible without their having to call and/or travel to numerous locations.

Several hundred evacuees took advantage of the opportunity to speak with and receive services from not only FEMA, the American Red Cross and the California Employment Development Department, but many County departments including Public and Behavioral Health, Workforce Development, Housing Authority and our own Transitional Assistance (TAD) and Preschool Services (PSD). PSD provided child care, entertaining little ones with games, music and face-painting.

As overwhelming as it was for evacuees, many left with a sense of hope and certainly a little better prepared to face another day. Hearing so many evacuees express their gratitude for the event, and just knowing that we were able to help even a few people, made it all so very worthwhile.



Management Leadership Academy Graduation

In 2002, as part of the County's strategic planning initiative, the Management Leadership Academy (MLA) program curriculum was reevaluated and redesigned to more effectively address the County's increasing need for leaders at all levels. Beginning in 2005, MLA was expanded to include three "tracks," each uniquely designed to prepare the participant for the "next level" of professional development. MLA program tracks include: supervisory development, which helps staff prepare for the challenges of supervision; management development, which provides supervisors with skills and knowledge they need to successfully transition into management positions; and executive development, which introduces managers to the challenges and opportunities present in executive level positions. In addition to the instructional programs, MLA participants have access to mentoring, job shadowing and special project opportunities designed to help them gain operational insight and experience.

On November 3, 2005, the first graduation ceremony for this exciting newly-expanded program took place at the Feldhym Library in San Bernardino. Approximately 150 people attended the inaugural graduation. Acknowledging graduates' accomplishments were keynote speakers CAO Mark Uffer, Assistant County Administrator Linda Haugan, former Chief Learning Officer Dena Smith and interim Chief Learning Officer Diana Alexander (who also graduated from the Executive Development track). During his remarks, Mr. Uffer asked graduates to remember to:

- Be an accessible leader.
- Lead by example; model the way.
- Serve our community.
- Invest in the development of others.

The event was followed by a reception for graduates, their mentors, job-shadow coaches, supervisors and department heads, families, and friends.

Congratulations to the following thirty-two Human Services employees who received a plaque for successful completion of their respective track:

Supervisory Development Track:

- | | |
|------------------------------|---------------------------|
| • Brenda Bovee, PDD | • Lori Miller, DCS |
| • Georgetta Dyson, DAAS | • Monika Morrisette, DCS |
| • Melissa Fashempour, DCS | • Mykel Perez, TAD |
| • Morena Garcia, TAD | • Connie Soso, PERC |
| • C. Renee Gibbs, PID | • Jeanne Stockdale, DCS |
| • Amy Grossi, DCSS | • Mary Anne Stoeve, DCS |
| • Jessica Hurst, ASD | • Stephen Wallace, DCSS |
| • Barbaradee Letourneau, DCS | • Mary Waters-Parks, DAAS |
| • Maria Mazzucco, DAAS | |

Management Development Track:

- | | |
|--------------------------------|-----------------------|
| • Martha Abeyta, TAD | • Desiree Reeves, TAD |
| • Mary Chase, PDD | • Rhoda Rhoades, VA |
| • Mia Craig, DCS | • Rhonda Sims, DCSS |
| • Karen Gifford, TAD | • Kim Tenney, TAD |
| • Shatania Hurst-Hammond, DCSS | • Casonya Thomas, PID |
| • Linda Nelson, TAD | • Regina Wellard, PID |
| • Cynthia Potter, PID | |

Executive Development Track:

- | | |
|-------------------------|----------------------|
| • Diana Alexander, PERC | • Lynna Monell, DCSS |
|-------------------------|----------------------|



- * Be an accessible leader.
- * Lead by example; model the way.
- * Serve our community.
- * Invest in the development of others.

Schedule of Classes

OFFERINGS FOR JANUARY - MARCH 2006

| General Development Classes | | | | |
|---|----------------------------------|------------|-------|------------|
| Class Name | Date | Class ID # | Fee | Time |
| Managing Your Emotions | 1/11/06 | 18072 | \$105 | 8:30- 4:30 |
| Service is an Attitude | 1/12/06 | 18073 | \$105 | 8:30- 4:30 |
| Choose Your Battles | 1/25/06 | 18074 | \$55 | 8:30–12:30 |
| Notary Public Class & State Exam | 1/25/06 | 17838 | \$160 | 8:30- 4:30 |
| CPR/First Aid <i>(in Victorville)</i> | 1/26/06 | 18075 | \$45 | 8:30–4:30 |
| Conflict Resolution | 2/8/06 | 18076 | \$105 | 8:30- 4:30 |
| CPR/First Aid <i>(in Victorville)</i> | 2/15/06 | 18077 | \$45 | 8:30–4:30 |
| Professional Impressions by Phone | 2/15/06 | 18078 | \$55 | 8:30–12:30 |
| Training for Trainers (2 day class) | 2/22 & 2/23/06 | 18079 | \$185 | 8:30- 4:30 |
| Serving a Diverse Community | 2/28/06 | 18080 | \$55 | 8:30–12:30 |
| Public Speaking Without Fear | 2/28/06 | 18081 | \$105 | 8:30- 4:30 |
| CPR/First Aid <i>(in Victorville)</i> | 3/15/06 | 18082 | \$45 | 8:30– 4:30 |
| Notary Public Class & State Exam | 3/22/06 | 17839 | \$160 | 8:30- 4:30 |
| Computer Classes | | | | |
| Soft- Train <i>(in Victorville)</i> | Date | Class ID # | Fee | Time |
| Word 2000 Intermediate | 1/24/06 | 18083 | \$105 | 8:30- 4:30 |
| Excel 2000 Introduction | 2/8/06 | 18084 | \$105 | 8:30- 4:30 |
| Excel 2000 Intermediate | 2/23/06 | 18085 | \$105 | 8:30- 4:30 |
| Access 2000 Introduction | 3/8/06 | 18086 | \$105 | 8:30- 4:30 |
| Access 2000 Intermediate | 3/23/06 | 18087 | \$105 | 8:30- 4:30 |
| Word 2000 Intermediate | 3/29/06 | 18088 | \$105 | 8:30- 4:30 |
| Please contact PERC for CompUSA and On Line computer offerings | | | | |
| Comp USA classes – for use at any CompUSA facility | \$105 | | | |
| On Line Computer Training – via the internet at your own pace | \$110 | | | |
| <i>Purchase the “blended” option and receive both choices described above</i> | \$170 | | | |
| Classes for Supervisors and Managers | | | | |
| SUPERVISORS' CLASSES | | | | |
| Fundamentals of Supervision I (5 days) | 1/17, 1/18, 1/25, 1/31 & 2/7/06 | 18089 | \$650 | 8:30- 4:30 |
| Fundamentals of Supervision II (5 Days) | 2/21, 2/28, 3/7, 3/14, & 3/21/06 | 18090 | \$785 | 8:30- 4:30 |
| MANAGERS' CLASSES | | | | |
| Fundamentals of Management I (5 Days) | 1/19, 1/26, 2/2, 2/9 & 2/16/06 | 18091 | \$695 | |
| Fundamentals of Management II (5 Days) | 3/2, 3/9, 3/16, 3/23 & 3/30/06 | 18092 | \$745 | |

Contact PERC for the following special offerings:

- On-Line computer courses
- CompUSA computer courses
- Notary Public Classes